

# MCO Oversight Committee: ITC Operational Statistics



ITC Plan Size		
Membership	265,000	
Market share	40%	
# of Providers Contracted	38,000	
Local ITC Staff	#	%
Care Coordination & Quality	497	61%
Call Centers & Member/Provider G&A	81	10%
UM Review	62	8%
Health Plan Ops (Claims, Prov Relations, Contracting, etc..)	170	21%
Total Staffing	810	
Annual Turnover %		17%

Operational Metrics since 7/1	Standard	ITC Actual
Phone service-Members	80%- 30 sec or less	<b>93%</b>
Phone Service-Providers	80%- 30 sec of less	<b>90%</b>
% Clean claims processed in 30 days	90%	<b>98.9%</b>
PA TAT	14 Days -Standard 72 Hr – Expedited	<b>99.9%</b> <b>99.9%</b>
PA Rx TAT	24 Hrs - Standard	<b>99.9%</b>
HRS + SDOH Screening	70% of new members outreached to in 90 days	<b>92% or 41,000 members</b>
Timeliness of LTSS LOC assessments (4,730+)	95%	<b>98%</b>